

OPERATION MATCH

LOUDOUN COUNTY HOUSING SERVICES



“Home Sharing for Special Populations”



Program Overview

- Begun as a pilot project with state and local matching funds
- Home Share program based on a holistic counseling model
- Utilizes existing resources such as people's homes and people's abilities
- Alternative to existing housing assistance programs



Program Overview (cont.)

- Vehicle for individuals wanting to share their homes to connect with individuals needing a place to live
- Advantages are extra income, service options, and reduced housing costs



Benefits

- Requires little or low subsidy
- Preserves homeownership
- Prevents institutionalization
- Encourages independence and self-sufficiency
- Provides community and property stabilization by allowing individuals to remain an active part of the community



Program Guidelines

- Applicants must live, work or want to live in Loudoun County Virginia.
- No income requirements.
- A personal interview appointment must be made with an Operation Match Counselor
- The applicant must provide:
 - 4 names, addresses, and phone numbers of references
 - Personal identification i.e. driver's license, passport, birth certificate, military ID for each adult wishing to participate in Operation Match



Program Guidelines (Cont.)

- Notification of any match possibilities will be made on an on-going basis after all requested information and documents have been received, completed, and verified.
- Initial introductory meetings are facilitated.
- A Shared Living Meeting is facilitated for those desiring to enter a Home Share.



Program Guidelines (cont.)

- Notary service is provided as needed.
- Home Share follow-up is available in order to promote the success of the match to include case management, negotiation, or mediation.
- An agreement must be completed and signed before the Home Share begins.



What Operation Match or Home Sharing Can and Cannot Do

■ Can

- assist to find affordable housing
- provide
 - extra income
 - services
 - companionship
- prevent
 - foreclosure
 - institutionalization
 - homelessness

■ Cannot

- provide 24 hour services
- provide emergency housing
- provide legal or financial services
- provide home health care



Special Needs Population Served by Operation Match: Successes and Challenges

■ Elderly

- originally the first target of Operation Match
- approximately 4% of client base

Success-One Example:

Operation Match prevented homelessness and possible institutionalization of a disabled, elderly man with a service exchange/payment match. The program facilitated moving from the match to an apartment using a Housing Choice Voucher.



Elderly (cont.)

■ Challenges

- A full and accurate assessment
- Often problems such as senility and health are downplayed by relatives or client.
- individual requires more care than a Home Share can provide
- unrealistic expectation of what Operation Match can do



Mentally Ill/Mentally Retarded

Success-One Example

Operation Match ended homelessness and possibly prevented institutionalization of a middle-aged mentally ill woman through a series of matches and continued advocacy with the Homeless Intervention Program, Social Services, Mental Health, and Adult Protective Services. She was provided assistance in finding and furnishing a rental unit after receiving a Housing Choice Voucher. She has been in stable housing for 24 months after being homeless for 5 years.



Mentally Ill/Mentally Retarded (cont.)

■ Challenges

- Clients are often undiagnosed and untreated
- Clients are often not ready for a Home Share
- Case management--services and referrals critical



Victims of Domestic Violence

Success-Two examples:

Operation Match advocated for services and shelter for a chronically homeless, mentally ill client who was a victim of domestic violence and was a state victim's compensation client. Rental assistance was facilitated through Transitional Housing Program's set-aside apartment.

Operation Match advocated for and facilitated with Adult Protective Services urgent multiple surgeries while the client was living at the Loudoun County Homeless Shelter.



Victims of Domestic Violence (cont.)

Operation Match prevented a domestic violence victim's foreclosure by facilitating matches with two homeless men who were employed. Those two matches are on-going after 20 months.

■ Challenges

- Concern about safety
- Often victims displaced with no resources
- References can be difficult if client does not want current address to be known
- Often untreated mental health issues



Disabled

Success-Two examples:

A homeless, 63 year old man, who was physically ill, was provided with facilitation of services to include Mental Health, Salvation Army, Social Services, Area Agency on Aging, Rental Assistance, and low-cost retirement home application. Advocated for a lengthened shelter stay, job placement through the Department of Rehabilitative Services and a vehicle from the Fairfax Car Ministry. This client continues to be in stable affordable housing after 34 months. Previously he had moved in and out of homelessness for 15 years.



Disabled (cont.)

A service exchange was also facilitated between a middle-aged, mentally retarded man living alone and a female caretaker preventing his institutionalization. When the female caretaker left, a second service exchange match was facilitated with an underemployed widower and his son.

■ Challenges

- Close monitoring needed to protect disabled clients
- Usually need to work closely with other service providers



Other Populations

Operation Match also proves beneficial to those clients who, while not disabled, are experiencing setback due to numerous factors such as unemployment, life-style changes, etc.

For example, a single female in danger of losing a newly purchased town house due to job loss from the World Com collapse was matched with a Loudoun County Government intern and with a Loudoun County School Social Worker preventing foreclosure of the town house.



What We have Learned

We can't fix everything.

Stable housing can be a success even if for a short time.

We have to be detectives. We are not always told everything.

If applicants have difficulty disclosing information, there is usually a problem.

Under no circumstances will we participate in a match in which the participants have moved together before an agreement has been signed.

We are not emergency housing.

For the most severely impaired, it is often necessary to match with a stable housing resource versus another person.



What We Have Learned (cont.)

Case management and mediation are often critical in maintaining a match.

The program requires continual outreach.

Everyone cannot be matched.

Clinically trained staff are needed because of the complex mental health and substance abuse issues often presented.

The agreement needs to be very detailed and specific with service exchanges.

The agreement should contain substance abuse, domestic violence, weapons, visitor, and service exchange clauses.

Barriers to Affordable Housing

Debts	Medical Expenses	Life-style Change	Transportation	
Unemployment	High Housing Costs	Underemployment		
Poor Credit	Immigration Status	Homelessness		
Education	Relocation	Substance Abuse	Criminal Background	
Mental Illness/Retardation	Health	Unrealistic Expectations	Day Care	Culture

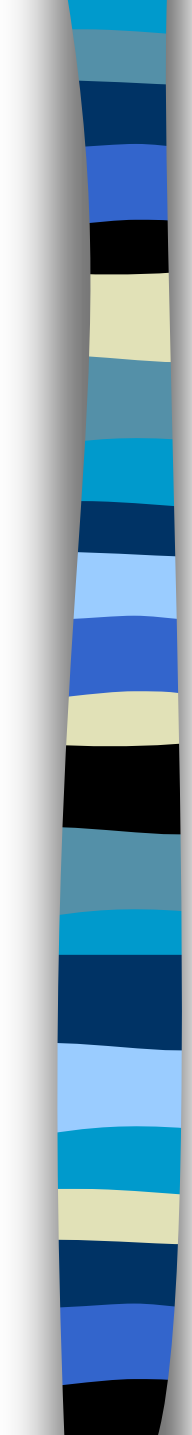
Operation Match Helps to Open the Door





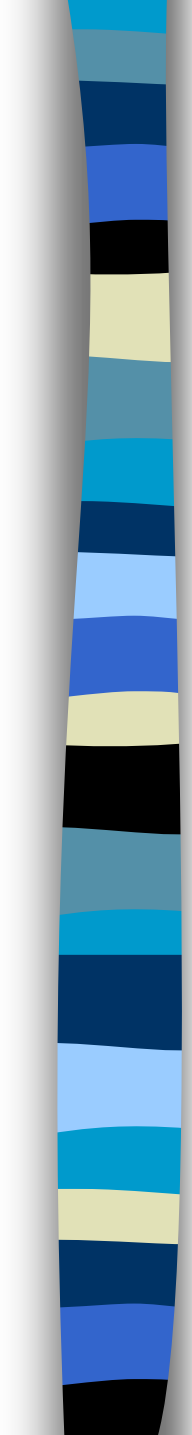
Meshing with Other Programs

- Operation Match & Homeless Intervention Program (HIP)
 - HIP can provide deposits, mortgage mitigation, and mortgage assistance to Operation Match clients.
 - Operation Match can provide HIP with Home Seekers whose payment could aid homeowner to qualify for HIP and to remain in homes.

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- Operation Match and HIP (cont)
 - This partnership significantly improves the success rate of housing stability for the clients of both programs.
 - \$419,961 were generated in savings in FY'03 as a result of this partnership.

Example:

One match resulting from the partnership was between a single woman in danger of losing her newly purchased town home with a homeless veteran who was recently released from the military and trying to establish himself in civilian life.



■ Operation Match & Housing Choice Voucher

- Housing Choice Voucher clients who are either physically or emotionally challenged often require a companion to continue to live in the community in the least restrictive environment.
- Operation Match can find a service exchange companion who can then live rent free.
- Compatible matches between these two groups of clients increased 34% during the past year.



Examples:

A developmentally disabled female, who needed a companion in order to live independently, was matched with a homeless employed female.

A disabled male voucher holder was matched with an elderly man who was homeless. When that match ended, the voucher holder was matched with a homeless male who had recently gone through a divorce. Without these matches, the voucher holder would not have been able to live independently in the community.

Partnerships

Adult Protect Services

Social Services

Legal Aid

Health Department

Career Support Center

Mental Health/Mental Retardation

Area Agency on Aging


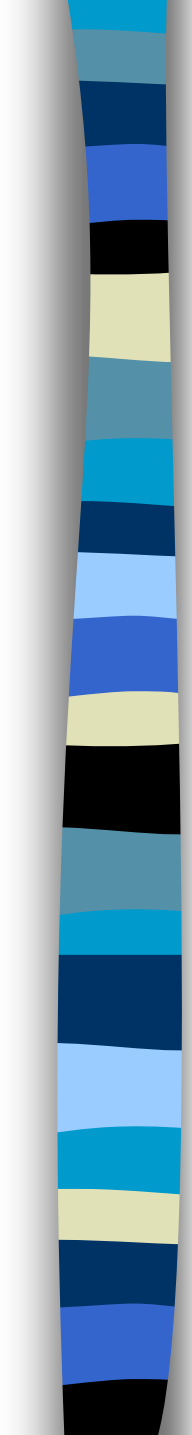
Transitional Housing

Good Shepherd Alliance

Loudoun Emergency Homeless Shelter

Loudoun Abused Women's Shelter


Achieved Outcomes at 36 Months



Served 635 households providing housing counseling, advocacy, referrals & a central point of contact.



Made 52 matches (104 households, 135 individuals).



81 % of Seekers/Providers found affordable housing matches & other affordable housing.

91% participant satisfaction rate (*through FY'02).
*No statistics available for FY'03.

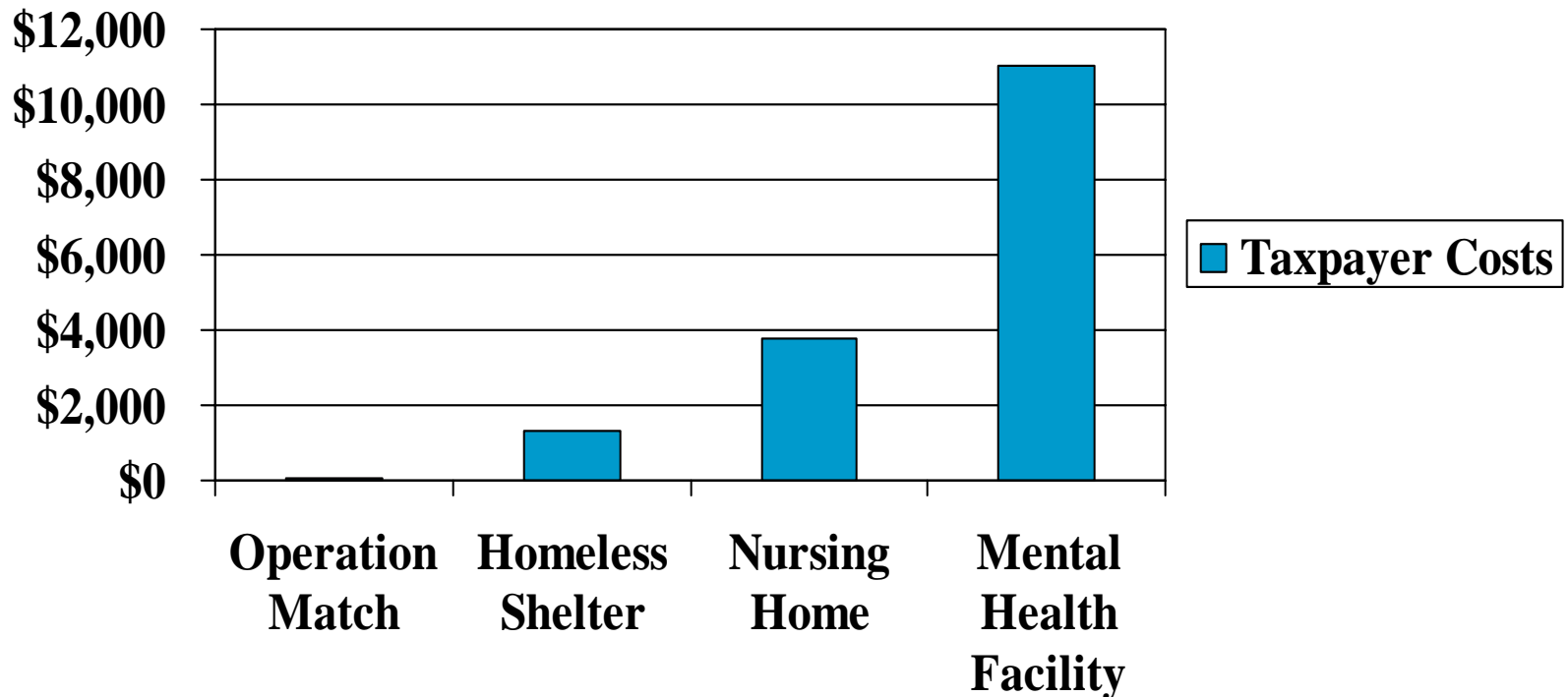


Program Recognition

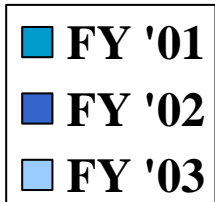
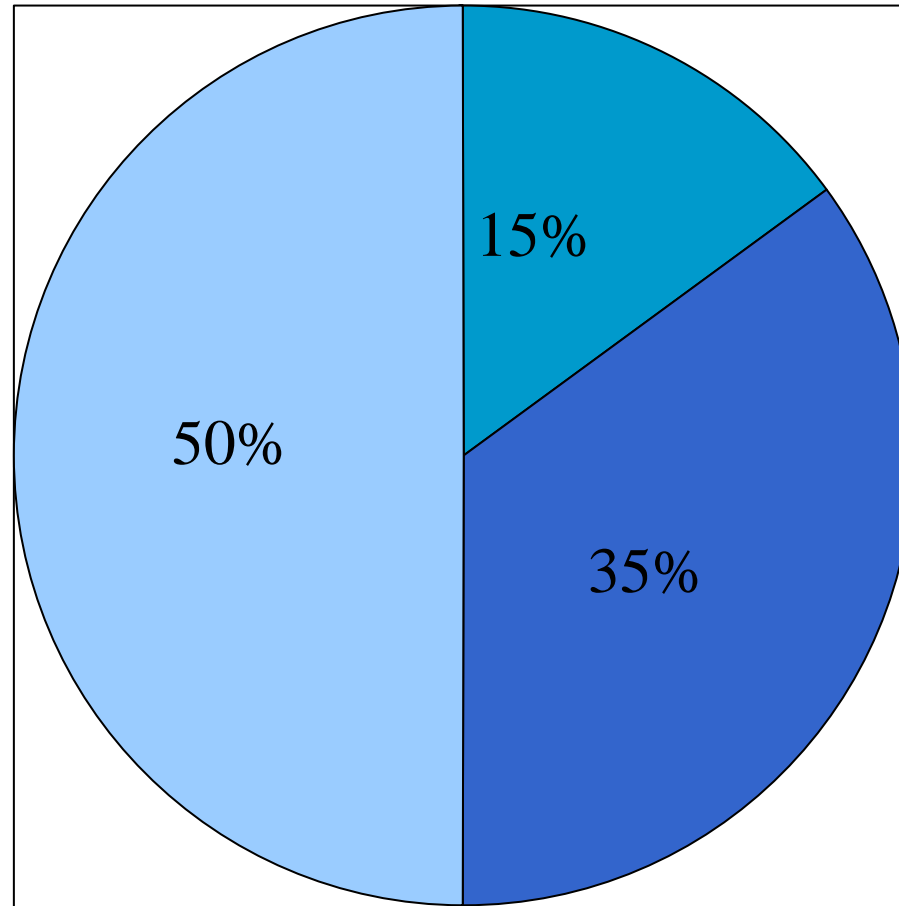
- The Housing Association of Non-Profit Developers (HAND) recognized Operation Match with the HAND award for **Best Community Life Project in Northern Virginia in 2002.**
- The National Association of Counties (NACO) recognized Operation Match with an Achievement Award in 2002.

Costs of Operation Match Compared to Other Housing Options

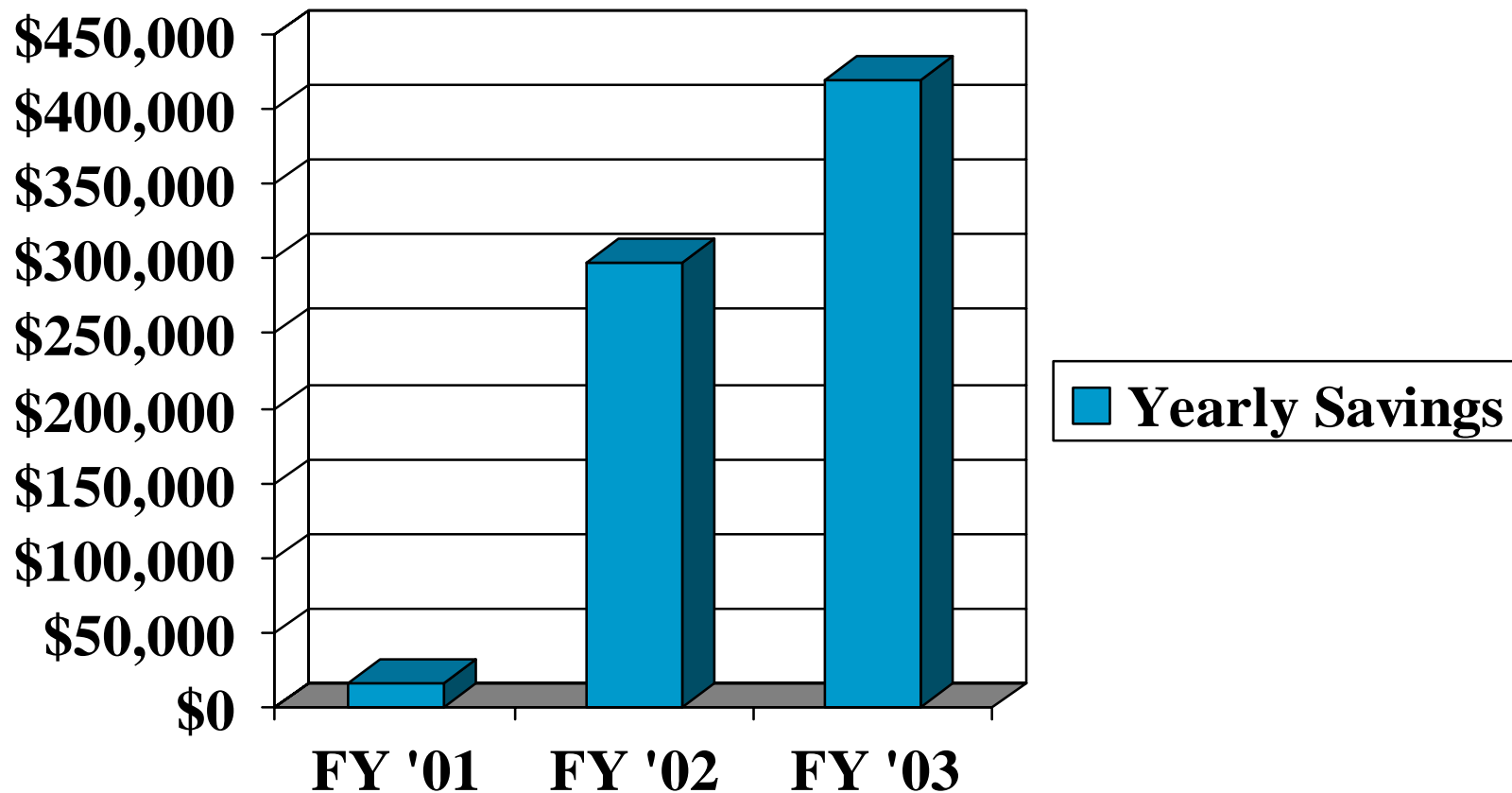
Monthly Costs



MATCHES



Taxpayer Savings





OPERATION MATCH

**Case
Management**

Mediation

Referrals

Advocacy

Support

Choice

Hope

Agreement

